

Door to Door Sales

What is a door-to-door sale?

A door-to-door is when someone sells you a product or service at your home.

Can I get out of a door-to-door sales purchase?

If you change your mind, you have 3 days to get out of a door-to-door sale. If you decide to cancel your purchase, you must send a letter to the company before midnight of the third business day after the date of purchase.

All door-to-door sale contracts must tell you about the right to cancel in 3 days. Some have a detachable form you can complete and mail to cancel the purchase. If your contract does not have a detachable form, send a letter telling the business you want to cancel. Send your cancellation by certified mail.

What happens after I cancel the contract?

The company has 10 days after getting your cancellation to refund any money received, return any documents you signed, return any goods you traded in, and inform you whether it will pick up or let you keep any items that were left with you. Products left with you must be available to the seller in the same condition as you got them. It is not your responsibility to ship the items back to the business or pay postage expenses for shipping.

What do I do if I have a dispute with a business?

Send a letter to the business by certified or registered mail explaining your dispute. Keep a copy of the letter for your records. Send copies of receipts, contracts, or other papers that support your dispute. Never send your original documents. If the

business does not resolve the dispute, file a complaint with the Tennessee Division of Consumer Affairs at <https://tn.gov/commerce/topic/consumer-file-a-consumer-complaint>. The Division can mediate consumer disputes with businesses. You can also talk to your local legal aid or a private attorney about legal remedies that might be available.

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Table of Contents

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